



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

US Xchange of Illinois, L.L.C.
d/b/a One Communications II
for Filing Period 1/1/2010 to 3/31/2010
Tracking Number 3392

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.60	1.80	1.70	1.70
B. Operator Answer Time - Information Section 730.510(a)(1)	8.00	5.00	7.00	6.67
C. Repair Office Answer Time Section 730.510(b)(1)	78.00 *	107.00 *	90.00 *	91.67 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	141.00 *	83.00 *	50.00	91.33 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	86.11% *	77.14% *	80.39% *	81.15% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.91	0.76	0.93	0.87
H. Percent Repeat Trouble Reports Section 730.545(c)	12.31 %	11.32 %	9.84 %	11.17 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$47.97	\$294.91	\$172.36	\$515.24
B. Number of credits issued for repairs - 24-48 hours	2	0	1	3
C. Number of credits issued for repairs - 48-72 hours	1	1	2	4
D. Number of credits issued for repairs - 72-96 hours	1	1	2	4
E. Number of credits issued for repairs - 96-120 hours	1	1	1	3
F. Number of credits issued for repairs > 120 hours	0	3	1	4
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

"Percent of service installations" does not account for customer requested delays. "Number of installations after X business days" is based on loop delivery from ILEC.